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EFS ID:	2630119						
Application Number:	10652892						
International Application Number:							
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Title of Invention:	Technical support systems and methods for use in providing technical support						
First Named Inventor/Applicant Name:	Eric Owhadi						
Correspondence Address:	HEWLETT-PACKARD COMPANY Intellectual Property Administration P.O. Box 272400 - Fort Collins CO 80527-2400 US						
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Document Number	Document Description	File Name	File Size(Bytes) /Message Digest	Multi Part /.zip	Pages (if appl.)				
1	1 Appeal Brief Filed	500201991-02US_Appeal_B	198937	no	14				
7 Appeal Biter Filed	rief.pdf	8ae42b75beecb750a34bed3a6763f788 d4190532	110						
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If a new application is being filed and the application includes the necessary components for a filing date (see 37 CFR 1.53(b)-(d) and MPEP 506), a Filing Receipt (37 CFR 1.54) will be issued in due course and the date shown on this Acknowledgement Receipt will establish the filing date of the application.

National Stage of an International Application under 35 U.S.C. 371

If a timely submission to enter the national stage of an international application is compliant with the conditions of 35 U.S.C. 371 and other applicable requirements a Form PCT/DO/EO/903 indicating acceptance of the application as a national stage submission under 35 U.S.C. 371 will be issued in addition to the Filing Receipt, in due course.

New International Application Filed with the USPTO as a Receiving Office

If a new international application is being filed and the international application includes the necessary components for an international filing date (see PCT Article 11 and MPEP 1810), a Notification of the International Application Number and of the International Filing Date (Form PCT/RO/105) will be issued in due course, subject to prescriptions concerning national security, and the date shown on this Acknowledgement Receipt will establish the international filing date of the application.